



**Healthwatch Liverpool Enter and View
Interim Report
Finch Manor Nursing Home
Finch Lea Drive
L14 9QN**

December 2015

Contents

- Section 1:** Introduction
- Section 2:** Basic Details about the Enter and View visit
- Section 3:** General profile of the service visited
- Section 4:** The reason for the Enter and View visit
- Section 5:** Healthwatch Liverpool's observations: Finch Manor Nursing Home's environment and facilities
- Section 6:** Feedback from residents, relatives and staff
- Section 7:** Summary/Conclusions
- Section 8:** Safeguarding
- Section 9:** Healthwatch Liverpool Contact Details
- Appendix:** Healthwatch Liverpool- Powers to Enter and View Services

Section 1: Introduction

Healthwatch Liverpool has powers to carry out so-called 'Enter and View' visits (see the Appendix for more information about this). These visits are carried out by small teams of trained members of Healthwatch staff and volunteers who will observe a health and social care service at work, for example at a GP practice, a care home, or a hospital. These services have to be publicly funded, e.g. through the NHS or via local authorities.

During an Enter and View visit Healthwatch talks to people using the service, whether patients or residents, and their relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. Feedback and observations are collated in a report, which is sent to the provider of the service, as well as regulators like the Care Quality Commission (CQC), and the local authority where appropriate. If there are recommendations in the report, the provider is asked for a response.

Section 2: Basic Details about the Enter and View

Name of the service visited:

Finch Manor Nursing Home

Address: Finch Lea Drive
Liverpool
L14 9QN

The Date of the Enter and View Visit: **12th October 2015**

The Time of the Enter and View Visit: **2pm - 4pm**

Names of the members of the Healthwatch Enter and View Team undertaking the visit:

Julie Anderson
Sarah Thwaites
Inez Bootsgezel

This visit was announced, i.e. a date and time had been agreed with the Finch Manor Nursing Home manager beforehand. Healthwatch asked the home to inform residents, their relatives and visitors that the visit was to take place, and a flyer for display was emailed over to this end. Healthwatch representatives were pleased to note during the visit that the flyer had been displayed in several areas of the home.

Healthwatch Liverpool would like to thank the Finch Manor Nursing Home manager and other staff for facilitating the visit, and the residents, their relatives, friends and staff for taking the time to talk to us.

Section 3: General profile of the service that was entered and viewed

Finch Manor Nursing Home has 89 bedrooms with en-suite toilets. Several levels of care are provided, including general residential care, nursing care, and dementia care (both general and nursing) on five distinct units in the home.

Section 4: The reason for the Enter and View Visit

Enter and view visits can take place for a variety of reasons, for example to find out more about a particular service, or in response to public feedback. The Enter and View visit to Finch Manor Nursing Home took place to learn more about the service, and to find out from observations and speaking with people where the service appeared to be doing especially well, as well as whether any improvements could be made. The visit was not in response to any feedback or concerns identified relating to the quality of this service.

As Finch Manor is quite a large care home, one visit is not enough to get an overview of the service. Additionally, works were being carried out during the Healthwatch visit, so it was agreed with the manager that once works had been completed Healthwatch would come back for a follow-up visit.

In the meantime, this is to be regarded as an interim report.

Section 5: What Healthwatch Liverpool observed regarding Finch Manor Nursing Home's environment and facilities

Healthwatch had been informed by the manager prior to the visit that works to the home were being carried out, and would be ongoing during the visit. Whilst at the home, Healthwatch representatives saw decorators at work painting residents' room doors, and it was obvious that the corridor walls had been completed. The work appeared to be managed with a minimum of disruption, and corridors were free from obstructions and clutter.

On arrival in the reception area, Healthwatch representatives were pleased to note that folders with information about the home were available, including some translations in Arabic and Hebrew. The manager told Healthwatch that an Easy-Read version was also available, and a translation in Polish was in progress.

A folder with the menu for the month was also on display.

The manager ensured that Healthwatch representatives were shown the communal areas in the five different units of Finch Manor. The sitting room in the general unit appeared spacious, with a choice of seating areas for the residents. Communal sitting rooms in the other units were

smaller, with less choice of where to sit for the residents.

Healthwatch representatives were shown the enclosed garden; this did not appear to have been maintained recently, and needed some work. All staff looked professional in appearance, wearing clean uniforms.

Section 6: Feedback from residents, relatives and staff

Healthwatch representatives were met by the manager of the home. The manager told Healthwatch that the owner of Finch Manor was willing to invest in the home, and several changes to the building were being planned, including partially covering the enclosed garden to provide more communal areas for residents. Additionally, Healthwatch representatives were told the following:

Residents: At the time of the visit there were 74 residents living at the home, and 6 more prospective residents were due to be assessed. Residents were divided over 5 units:

- General residential
- Dementia residential
- Dementia nursing - male and female
- Dementia nursing - male only
- End-stage dementia

The manager told Healthwatch visitors that she had introduced several changes since coming in post, including increasing the units from 3 to the 5 named above. She had also established a single-sex male unit, explaining that the advantage of this was that it allowed people whose care plans said 'male only' to be returned to Liverpool from out of area placements.

The manager also explained that residents were given more choice about when they wanted to get up in the morning, and whether they wanted breakfast in their room instead of in a communal area.

The manager told Healthwatch that the smaller units had contributed to the home being calmer.

Staffing: The manager told Healthwatch that she had been in post at Finch Manor for 2 months, the deputy manager for less than a month, and some new staff were due to start. However, some members of staff had been working at Finch Manor for 20 years.

Agency staff were used when necessary, especially for care; there were no bank staff. Healthwatch were told that staffing levels had been increased whilst the building improvement works at the home were carried out, to minimise the impact and ensure the safety of residents.

Food: Healthwatch representatives had seen a monthly menu in reception, and were told that they had recently been changed.

Healthwatch representatives did not visit the kitchen and/or speak with kitchen staff on this occasion.

Activities: Healthwatch representatives were told by the manager that there are two dedicated activities coordinators whose hours had recently been increased. The activities workers now worked flexibly, providing activities in the evenings and at weekends as well as during the week. Healthwatch spoke with one of the activity coordinators who outlined the range of activities on offer throughout the units, and said that residents are able to access activities on other units supported by staff members.

The home is visited several days a week by a hairdresser.

Medical care: Healthwatch representatives were told that most residents were registered with 2 local GP practices, including Yew Tree Medical Centre. The home also had regular visits from the Community Matron and district nurses.

The manager told Healthwatch representatives that overall there had not been many problems with hospital discharge, which was usually from the Royal Liverpool Hospital. They sometimes had to wait to get appropriate equipment for residents, which could delay discharge.

6.1 Feedback from patients and relatives

During the visit Healthwatch spoke with 8 residents and 3 relatives.

Feedback below is from residents unless stated otherwise. Most feedback was positive, and included:

General feedback, including comments about the building

“I have been in here 18 months. It is alright. Quite nice”

“It’s nice and spacious, and clean, but rooms are quite small”

“The laundry is great. They do the clothes really well”

One relative mentioned that having a single sex male unit in place had led to a calmer atmosphere.

About staff:

“I felt safe with them. The activity ladies are great. No-one else in here can speak so they are the only people I can talk to, my link to the world. The girls are lovely. They make me feel at home. They have time for anyone. They take me up the road to the shop. They make me feel free”

“They’re very kind, very helpful, I can’t say a wrong word about them - my

relative had been here before, they always have the very best of attitudes, nothing is a trouble to them” (a relative)

“They’ve never ever been nasty or awkward”

“They check a few times per night to make sure that I’m ok, and you never hear anyone arguing”

“Staff are very helpful”

“All staff are good” (a relative)

About food:

“The food isn’t always what I would like, but it’s alright.”

“The food is nice”

“The food is alright. If it is something I don’t like or if I am not very hungry they will make me sandwiches.”

“The food used to be lovely. I used to eat too much even! Now there is a new cook and the food is horrible. The other day the nurse sent the food back because it wasn’t cooked properly. I had no complaints until that new one started.”

Two more people said that more recently vegetables had been undercooked on some occasions, and one added that meals needed improving in variety, with a choice of potatoes instead of chips that weren’t always very enjoyable to eat by the time they had reached them. It was also mentioned that salads were warm and looked limp sometimes, not cold and fresh, maybe due to being put in a hot cupboard.

About activities:

“They have karaoke, but I can’t sing.”

“I have lived here for 3 years. It is sound. I would rather have people around me than go into my own place and be alone. I watch TV and I go out every day to buy my own paper so that I don’t have to wait to read the shared newspapers. We have sing-songs, we go out together now and then. There is always something going on. Some people go to exercise classes on the other units. The staff take me to the pub sometimes. They are taking me to hospital soon to visit another resident”

“My best friend (another resident) is in hospital. She fell. My cousin takes me out places. Otherwise I am stuck inside”

“We used to get a paper each day. I haven’t seen that in a while”

“I have been here for a while. I like the activities very much. I used to be able to go to other units and used to get some exercise that way. I like the quizzes - I can go to other units when the quiz is on to join in. We have lovely sing songs. The other units come to our unit too. Most people stay in the communal rooms anyway but everyone comes out of their rooms for entertainment. Everyone likes the entertainment”

Section 7: Summary/Conclusions & Recommendations

Given the short period of time that the manager and deputy had been in post, and the process of change underway at the home, it was difficult to draw conclusions about the ongoing quality of provision. For that reason Healthwatch Liverpool intends to carry out another visit in the next few months to observe the changes that have been made.

During this visit Healthwatch representatives thought that the home appeared clean, and there were no unpleasant smells. The decorating works appeared to be carried out in a way that did not obstruct movement around the home.

Communal areas on some of the units were relatively small, with chairs laid out in a way that did not allow residents much choice of where to sit, but the manager did mention that there were plans to expand communal areas by covering part of the garden.

It was positive to see that the home produces its own quarterly newsletter which is distributed to residents and relatives, and that information about the home was available in several languages and formats.

Feedback from the residents and relatives Healthwatch spoke with was mostly positive, but not always about the food and recent changes to the menu.

Recommendations:

Healthwatch Liverpool has the following recommendations for Finch Manor Nursing Home:

- that some maintenance is carried out to the enclosed garden;
- that residents, relatives and staff are consulted about proposed changes to the building/ home’s environment;
- that residents and relatives are asked for their opinion about the food/ menu on a regular basis.

Section 8: Safeguarding

There were no safeguarding concerns identified during this enter and view visit.

Section 9: Healthwatch Liverpool Contact Details

Healthwatch Liverpool

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Email: enquiries@healthwatchliverpool.co.uk
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Appendix:

Healthwatch Liverpool - Powers to Enter and View Services

Healthwatch Liverpool was established under the Health and Social Care Act 2012 and came into being in April 2013. Healthwatch Liverpool works to give local residents a stronger voice to influence and challenge how health and social care services are provided. Healthwatch Liverpool enables people to share their views and concerns about local health and social care services to help build a picture of where services are doing well, and where they can be improved. Healthwatch Enter and View visits are undertaken in accordance with the remit of Healthwatch Liverpool, and assist Healthwatch Liverpool in carrying out its statutory functions under the Health and Social Care Act 2012. Healthwatch Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for Healthwatch Liverpool to get a better understanding of the service by seeing it in action and by talking to staff and service users.

Healthwatch Liverpool seeks to identify and share good practice wherever possible. However, if during a visit Healthwatch Liverpool identifies any aspects of a service that it has serious concerns about, then these concerns are referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation. Addressing issues of a less serious nature may be done directly with the service provider. For more information about Healthwatch Liverpool please visit our website www.healthwatchliverpool.co.uk or contact us using the details at the end of this report.